



Letter of Recommendation



Dear Mr. Parker:

The Lucerne Food Group wanted to express our appreciation for the outstanding consulting project your team completed. The outcome of the project helped to map out the Lucerne Food Group Value Stream and complete a presentation of each department's current and future state.

It can be particularly difficult to come into a new environment that you have never worked in and quickly gain a thorough understanding of the work environment and departments of Lucerne Food Group. Your group quickly understood the difficulties/dilemmas that we faced by starting this new venture. Our group thoroughly enjoyed the opportunity to gain more understanding of the Value-Centered Management philosophy. We now understand the need for being Value-Centered in order to maintain efficient productivity and internal and external customer satisfaction. Your ability to take the Value-Centered Management approach and tailor it to our environment and needs was impeccable. Our entire team feels that this training and approach would benefit any industry and your team will continue to be a substantial contributor to the service industry through the principles of Value-Centered Management.

The consulting work that Value-Centered Management Institute provided went above our expectation and provided us knowledge that will not allow our departments to ever be the same. The consulting outcome is an indication of Value-Centered Management's principles and philosophy working in any industry.

Our sincere thanks goes to your team for making the project successful, and we look forward to utilizing your company again in future.

Sincerely,

Alex Petrov, Vice President & General Manager
Lucerne Foods North America